Quality mobile services to customers

3851. SHRI C. RAMACHANDRAIAH: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether a new survey of TRAI has revealed that the customers are not being provided with quality mobile services;

(b) if so, all service operators who were found deficient in providing quality mobile services;

(c) whether any penalty is levied on the mobile service operator;

(d) if so, the details of the telecom operators on whom penalties have been levied;

(e) if not, the reasons therefor; and

(f) the measures which have been implemented/proposed to be implemented to provide quality mobile service to the customers?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) and (b) The Telecom Regulatory Authority of India (TRAI) had undertaken an assessment of customer perception of the service, through a customer satisfaction survey conducted by an independent agency. The result of the survey for the quarter ending 31st December, 2006 was released for the information of stakeholders on 20th April, 2007. The achievement of service providers against the Quality of Service benchmarks for mobile services are given in the enclosed Statement (*See* below).

(c) to (f) The mobile telecom network in the country is growing at a fast rate. In order to meet the growing demand due to the rapid growth of the mobile services and for improving the mobile connectivity, the telecom service providers are continuously augmenting their mobile network infrastructure and optimizing the same. While no penalty has been levied on the mobile service providers so far for performing below the benchmarks prescribed by TRAI for Quality of Service, the service providers have been asked to ensure that they meet the prescribed benchmarks.

Further, the Government is taking following measures for improving the Quality of Service :

(i) Holding periodic meetings with the Mobile Service Providers.

(ii) Holding periodic meetings with Bharat Sanchar Nigam Limited (BSNL)/Mahanagar Telephone Nigam Limited (MTNL) and the private Mobile Service Providers to facilitate provision of interconnection.

(iii) Continuous efforts to co-ordinate and release additional spectrum from existing users.

(iv) Pursuing with local authorities for expeditious clearance of cell sites.

Statement

Customer Satisfaction Survey of Cellular Mobile Service

S.No.	Name of the Service Providers	Sample Size	% Satisfied with Provision of service	% Satisfied with Billing performance		% Satisfied with Help Services	% Satisfied with Network performance reliability & availability	% Satisfied with Maintainability	% Satisfied with Overall customer satisfaction	Supplementary services
				Post paid	Pre-paid					
1	2	3	4	5	6	7	8	9	10	11
	Benchmark		>95%	>90%	>90%	>90%	>95%	>95%	>95%	>95%
				CIRCLE-METRO						
(I)	CHENNAI	3284								
1.	AIRCEL	596	99%	81%	97%	81%	90%	72%	90%	84%
2.	BHARTI	601	99%	90%	98%	83%	91%	81%	91%	85%
3.	BSNL	598	99%	66%	98%	86%	91%	81%	88%	78%
4.	HUTCH	597	99%	63%	97%	79%	90%	67%	89%	84%
5.	REL. COMM.	627	99%	70%	96%	84%	91%	65%	89%	80%
6.	TATA	265	98%	87%	94%	87%	93%	55%	90%	77%
(II)	DELHI	3433								
7.	BHARTI	600	96%	81%	99%	69%	75%	81%	85%	97%
8.	HUTCH	600	94%	89%	98%	70%	74%	89%	85%	98%

1	2	3	4	5	6	7	8	9	10	11
9.	IDEA	611	97%	81%	99%	73%	74%	66%	86%	98%
10.	MTNL	356	89%	82%	99%	69%	76%	78%	85%	98%
11.	REL. COMM.	666	93%	83%	98%	67%	75%	88%	84%	98%
12.	TATA	600	98%	82%	99%	70%	75%	69%	85%	99%
(III)	**KOLKATA**	**3615**								
13.	BHARTI	601	98%	78%	95%	60%	73%	67%	82%	94%
14.	BSNL	606	93%	89%	98%	58%	70%	80%	82%	98%
15.	HUTCH	603	99%	75%	98%	65%	72%	77%	84%	97%
16.	REL. COMM.	604	98%	94%	99%	58%	72%	67%	83%	98%
17.	RTL	600	99%	NR	100%	59%	72%	80%	84%	99%
18.	TATA	601	97%	100%	96%	58%	71%	60%	82%	98%
(IV)	**MUMBAI**	**3599**								
19.	BHARTI	599	100%	99%	99%	98%	100%	100%	98%	84%
20.	BPL	604	99%	99%	100%	98%	99%	NR	99%	91%
21.	HUTCH	600	100%	91%	100%	60%	98%	NR	92%	100%
22.	MTNL	595	100%	91%	100%	61%	99%	90%	93%	99%
23.	REL. COMM.	600	100%	90%	100%	73%	99%	NR	95%	94%
24.	TATA	601	98%	98%	99%	99%	96%	NR	95%	51%
					CIRCLE-A					
(V)	**ANDHRA PRADESH**	**2406**								
25.	BHARTI	401	98%	100%	100%	73%	94%	NR	94%	99%
26.	BSNL	401	98%	100%	100%	85%	95%	100%	94%	86%
27.	HUTCH	401	99%	99%	100%	81%	95%	NR	96%	99%
28.	IDEA	401	97%	100%	100%	70%	92%	NR	93%	96%
29.	REL. COMM.	402	98%	100%	100%	72%	97%	100%	95%	98%
30.	TATA	400	98%	97%	100%	76%	97%	NR	95%	99%
(VI)	**GUJARAT**	**2247**								
31.	BHARTI	394	98%	100%	88%	84%	72%	75%	84%	90%
32.	BSNL	406	99%	90%	94%	81%	71%	60%	86%	99%
33.	HUTCH	412	99%	91%	94%	82%	73%	86%	86%	91%
34.	IDEA	403	99%	100%	89%	82%	70%	100%	83%	92%
35.	REL. COMM.	403	92%	100%	96%	83%	73%	100%	86%	95%
36.	TATA	229	84%	100%	90%	86%	70%	NR	82%	96%
(VII)	**KARNATAKA**	**3194**								
37.	BHARTI	395	78%	82%	84%	73%	98%	85%	86%	88%
38.	BSNL	399	79%	94%	88%	70%	96%	NR	88%	95%
39.	HUTCH	401	82%	97%	86%	61%	97%	93%	87%	89%
40.	REL. COMM.	799	72%	90%	85%	59%	93%	91%	83%	89%
41.	SPICE	400	79%	94%	88%	53%	87%	95%	83%	95%
42.	TATA	800	76%	81%	81%	55%	91%	96%	81%	91%
(VIII)	**MAHARASHTRA**	**2204**								
43.	BHARTI	400	99%	92%	96%	99%	98%	100%	93%	61%
44.	HUTCH	399	100%	84%	96%	98%	98%	98%	92%	61%
45.	BSNL	404	99%	86%	87%	83%	97%	100%	89%	59%
46.	IDEA	400	99%	76%	97%	99%	98%	100%	92%	55%
47.	REL. COMM.	403	100%	88%	95%	99%	98%	95%	92%	62%
48.	TATA	198	100%	95%	93%	99%	97%	90%	91%	53%

1	2	3	4	5	6	7	8	9	10	11
(IX)	**TAMIL NADU**	**2773**								
49.	AIRCEL	503	99%	77%	94%	84%	94%	88%	93%	91%
50.	BHARTI	455	99%	71%	94%	82%	94%	69%	91%	89%
51.	HUTCH	397	99%	91%	91%	78%	92%	71%	91%	90%
52.	BSNL	464	99%	78%	93%	84%	93%	79%	90%	88%
53.	REL. COMM.	554	99%	73%	92%	86%	93%	79%	91%	91%
54.	TATA	400	95%	90%	91%	89%	93%	71%	91%	87%
					CIRCLE-B					
(X)	**HARYANA**	**1460**								
55.	BHARTI	250	100%	72%	93%	75%	65%	50%	81%	91%
56.	BSNL	266	100%	90%	97%	75%	70%	90%	84%	98%
57.	HUTCH	238	100%	72%	89%	76%	72%	100%	82%	92%
58.	IDEA	238	100%	86%	91%	74%	73%	93%	83%	96%
59.	REL. COMM.	250	100%	76%	97%	78%	71%	90%	85%	98%
60.	TATA	218	100%	96%	92%	75%	65%	80%	82%	99%
(XI)	**KERALA**	**1933**								
61.	BHARTI	302	93%	56%	88%	77%	95%	94%	90%	91%
62.	HUTCH	251	98%	59%	86%	73%	89%	63%	87%	90%
63.	BSNL	255	98%	74%	86%	66%	92%	47%	85%	90%
64.	IDEA	253	97%	80%	84%	70%	93%	58%	88%	91%
65.	REL. COMM.	464	95%	82%	81%	80%	91%	68%	87%	90%
66.	TATA	408	95%	64%	85%	75%	91%	61%	87%	88%
(XII)	**MP**	**1538**								
67.	BHARTI	258	96%	94%	96%	59%	78%	97%	84%	87%
68.	BSNL	276	93%	95%	95%	63%	73%	67%	82%	81%
69.	IDEA	253	97%	90%	98%	65%	76%	100%	84%	83%
70.	REL. COMM.	257	100%	75%	92%	65%	74%	NR	83%	89%
71.	RTL	259	100%	85%	97%	60%	76%	95%	83%	80%
72.	TATA	235	99%	100%	96%	62%	74%	58%	84%	91%
(XIII)	**PUNJAB**	**1218**								
73.	BHARTI	245	96%	79%	70%	86%	72%	97%	76%	67%
74.	BSNL	64	NR	93%	100%	80%	71%	97%	85%	90%
75.	HFCL	43	100%	74%	93%	95%	72%	50%	81%	100%
76.	HUTCH	191	91%	68%	51%	71%	74%	100%	69%	74%
77.	REL. COMM.	254	99%	92%	96%	84%	72%	92%	85%	94%
78.	SPICE	226	100%	73%	65%	78%	69%	50%	72%	70%
79.	TATA	195	98%	90%	98%	84%	69%	100%	85%	95%
(XIV)	**RAJASTHAN**	**1029**								
80.	BHARTI	241	100%	67%	94%	86%	73%	96%	84%	76%
81.	BSNL	188	100%	89%	97%	86%	72%	99%	86%	88%
82.	HUTCH	219	100%	52%	95%	88%	73%	100%	84%	78%
83.	REL. COMM.	230	99%	82%	97%	85%	73%	96%	86%	84%
84.	TATA	151	97%	67%	100%	85%	68%	100%	86%	88%
(XV)	**UP-EAST**	**1613**								
85.	BHARTI	306	98%	100%	96%	68%	68%	70%	86%	96%
86.	BSNL	291	97%	50%	98%	78%	69%	78%	84%	99%
87.	HUTCH	273	99%	91%	98%	75%	74%	71%	88%	96%
88.	REL. COMM.	400	100%	97%	99%	86%	70%	96%	88%	99%

1	2	3	4	5	6	7	8	9	10	11
89.	TATA	343	97%	89%	99%	73%	70%	82%	87%	99%
(XVI)	**UP-WEST**	**1641**								
90.	BHARTI	266	100%	52%	95%	60%	69%	70%	81%	88%
91.	BSNL	276	100%	70%	95%	61%	69%	NR	82%	87%
92.	HUTCH	270	100%	100%	98%	61%	67%	80%	83%	93%
93.	IDEA	277	100%	70%	98%	63%	70%	84%	84%	95%
94.	REL. COMM.	277	100%	63%	98%	62%	67%	NR	83%	98%
95.	TATA	275	100%	87%	97%	61%	62%	NR	83%	98%
(XVII)	**WEST BENGAL**	**1751**								
96.	DISHNET	249	98%	NR	99%	68%	76%	100%	88%	90%
97.	BHARTI	249	100%	NR	100%	63%	76%	100%	85%	87%
98.	BSNL	249	100%	78%	95%	48%	67%	63%	75%	77%
99.	HUTCH	249	98%	100%	99%	60%	75%	60%	84%	89%
100.	REL. COMM.	249	94%	100%	99%	65%	74%	70%	85%	86%
101.	RTL	254	96%	100%	94%	52%	72%	76%	79%	78%
102.	TATA	252	94%	100%	99%	57%	74%	70%	83%	81%
				CIRCLE-C						
(XVIII)	**ASSAM**	**943**								
103.	DISHNET	197	100%	72%	99%	70%	64%	100%	83%	100%
104.	BHARTI	245	100%	89%	99%	67%	63%	100%	82%	100%
105.	BSNL	251	100%	88%	100%	71%	61%	70%	80%	98%
106.	RTL	250	98%	88%	99%	67%	65%	93%	80%	100%
(XIX)	**BIHAR**	**1345**								
107.	BHARTI	266	95%	100%	92%	74%	65%	100%	81%	89%
108.	BSNL	273	99%	100%	91%	77%	64%	100%	81%	94%
109.	REL. COMM.	270	97%	NR	95%	78%	67%	50%	83%	92%
110.	RTL	269	100%	NR	95%	74%	64%	100%	82%	94%
111.	TATA	267	82%	NR	96%	83%	62%	NR	81%	100%
(XX)	**HIMACHAL PRADESH**	**979**								
112.	BHARTI	275	100%	90%	85%	76%	73%	NR	81%	91%
113.	BSNL	158	100%	97%	91%	74%	71%	73%	83%	94%
114.	REL. COMM.	117	100%	93%	97%	76%	68%	NR	84%	99%
115.	RTL	215	100%	93%	98%	76%	65%	50%	83%	93%
116.	TATA	214	100%	92%	93%	80%	69%	NR	86%	96%
(XXI)	**J & K**	**481**								
117.	DISHNET	26	91%	85%	80%	79%	70%	NR	81%	100%
118.	BHARTI	217	94%	92%	90%	79%	73%	50%	84%	99%
119.	BSNL	238	99%	91%	95%	79%	69%	27%	83%	98%
(XXII)	**NORTH EAST**	**1011**								
120.	DISHNET	254	42%	94%	100%	53%	72%	74%	74%	76%
121.	BHARTI	254	43%	88%	100%	62%	71%	80%	78%	97%
122.	BSNL	253	44%	85%	100%	54%	70%	80%	79%	98%
123.	RTL	250	70%	92%	100%	57%	69%	78%	78%	97%
(XXIII)	**ORISSA**	**1500**								
124.	DISHNET	250	100%	NR	98%	75%	73%	100%	88%	98%
125.	BHARTI	250	95%	63%	80%	69%	69%	85%	76%	81%
126.	BSNL	250	95%	83%	83%	67%	66%	69%	76%	90%
127.	REL. COMM.	250	82%	92%	95%	63%	70%	94%	81%	97%
128.	RTL	250	100%	NR	97%	60%	59%	100%	78%	91%
129.	TATA	250	80%	99%	82%	60%	64%	60%	75%	99%

(NR)—No Response